

## WHAT'S

keeping staff informed &amp; current

## Cindy empowers others through care and education

**P**roviding others with the knowledge and education on how to lead healthy lifestyles is what Cindy Murillo, Senior Public Health Nurse clearly enjoys. Working with the Probation Department's "8% Program" at the Youth and Family Resource Center (YFRC) at El Toro, Cindy is currently developing population-based nursing by working with juvenile offenders and their families in the community as part of a multi-disciplinary collaborative team.

"It is very exciting to work in a large collaborative in which our clients are seen differently by each discipline and together we all get a greater perspective of our families as we develop plans to help," said Cindy. "One of my greatest challenges is to develop community health care partnerships to provide holistic and comprehensive service to a population that is largely overlooked and where resources are scarce."

By providing juveniles and their families with basic health screening and counseling, identifying health needs, and assisting them with access to health care

and other community resources both in public and private sectors, Cindy sees that with each visit there is an opportunity to help make a positive impact.

"This is an exciting opportunity to develop a new program in an area of nursing that is still being explored," said Cindy. "I have always been an agent for change and I am grateful for the chance to impact the lives of adolescents and their families in a meaningful way."

Cindy began her career with HCA as a Public Health Nurse for the County's North Region. Within a few months, she accepted a position in Behavioral Health as Patients' Rights Advocate in the Office of Patients' Rights where she worked with children's mental health advocacy and health consumer education for 4 years.

Cindy also had the opportunity to



work in Adult Outpatient Mental Health and Children's System of Care Case

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## IRIS makes a successful debut



Staff of the Medical Billing Unit take a look at some of the features of IRIS on "go-live" day, September 3rd. Pictured (l-r) are Joe Harrison, Claudette Carrillo, Emily Evangelista and Sara Flores.

**T**here were lots of HCA personnel with their fingers crossed on September 3<sup>rd</sup>, but that soon changed to rounds of applause and more than a few "high fives" as IRIS, the Integrated Records Information System, sprang to life as scheduled.

All HCA Behavioral Health clinics and Correctional Mental Health Services were part of the big "go-live" event. According to IRIS Team Leader Marcia Desrosiers, there were a few "bugs" reported on the first day but staff members were able to respond to those issues and, all in all, the first day was considered a success.

Leading up to September 3<sup>rd</sup>, dozens of HCA staff members participated in hands-on training sessions to familiarize them with the new system. The feedback received from staff during the training was very positive and helped to build the level of excitement that culminated with the entry of the first patient into the new system. Go-live was also successful because of the long hours put in by many staff members from Behavioral Health Services, Correctional Mental Health Services and Information Technology who worked to customize the system for HCA's needs and made sure

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## IT announces new Integrated Help Desk

**W**ith customer service in mind, HCA Information Technology (IT) has launched a new department called the Integrated Help Desk. Last year, IT began looking for innovative ways to bring the Help Desk up to speed in anticipation of an ever-growing computer user base and the new IRIS Enterprise System. HCA computer users can now obtain a single point of contact for all their Information Technology needs by calling 834-3128!

"With a mix of new and existing resources, we are going to raise our level of customer satisfaction and resolve more calls during the computer user's first contact to the Help Desk," said John Crane, IT Help Desk Manager.

IT plans to introduce some great new system enhancements. Particularly visible to the user is Auto E-mail, which will enable users to submit "trouble tickets" via e-mail with the ability to receive updates along the way. Another tool enhancing IT's support is the ability to solve user issues via remote support, or what IT calls the Systems Management Server (SMS). This system will enable front line technicians to virtually sit at your PC, diagnose and fix problems without traveling to your site.

Another customer service plan that IT is pleased to announce is the introduction of Service Level Agreements (SLAs) between the customer and PC support, which will define terms of service including response time, fix time, guidelines for customer contact, and related matters.

IT will also be adding an automated enhancement to send out regular sur-

veys to their end users in order to gauge how well IT is doing, and to see how well users are responding to the new Integrated Help Desk system. Expect to see surveys coming your way soon!

"The most important part of the Help



*The new IT Integrated Help Desk will give HCA PC users a single point of contact for all their troubleshooting needs. Help Desk staff pictured (left to right) are Christy McCabe, Shirley Moreno, Mike Franco, John Crane, Sharon Economen and Rene Larios.*

Desk experience is the people. Without a talented and friendly staff we would fall short of our goal of being a "single point of contact," said John Crane. "We are also very fortunate to have Lynn Burkhart who took the lead in defining exactly what IT needed to implement the new system by meeting with customer relationship software vendor, TouchPaper, and drawing best practices defined from the Help Desk Institute."

John adds that with the addition of Mike Franco, Christy McCabe, Shirley Moreno, Rene Larios, and Sharon Economen, the Help Desk staff will be able to better assist HCA's PC users with the wealth of knowledge that they bring to the new department.

For more information about the new Integrated Help Desk, visit IT's Intranet site at <http://balsam/intranet/it> and see the FAQ's and Self Help links for helpful tips. Remember to call 834-3128 for any troubleshooting questions regarding your PC.

## HCA hosts Caregiver Workshops

**T**he Health Care Agency and the Office on Aging, together with the Caregiver Resource Center, will host a series of workshops at the Hall of Administration Board Hearing Room on October 15<sup>th</sup> and November 14<sup>th</sup> to assist County employees in caring for a loved one.

Employees will have the opportunity to learn about techniques, tips and resources for on-going care as well as learn ways to take better care of themselves. The workshops will also include an interactive session to explore various scenarios related to each topic. The two upcoming workshops include:

- **"Caregiving Tips from Professionals"**  
Wednesday, October 15<sup>th</sup>  
11 a.m. to 1 p.m.
- **"Memory Loss: Alzheimer's and Other Dementias"**  
Friday, November 14<sup>th</sup>  
11 a.m. to 1 p.m.

For more information about the workshops or to reserve a seat, please call (800) 510-2020. You may also submit scenario suggestions for the interactive portion of each workshop session to [Maxine.marcus@csa.ocgov.com](mailto:Maxine.marcus@csa.ocgov.com).

## Gold Star

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Management. She then moved on to work as a Public Health Nurse at Orangewood Children's Home and Juvenile Hall, which eventually led to her current position.

According to her colleagues, Cindy continually goes above and beyond her duties and genuinely cares for the well being of her clients. She is a dedicated and knowledgeable nurse who strives to provide guidance and support to both her clients and co-workers.

Cindy's extensive nursing background was a result of beginning her healthcare career as a nursing assistant at the age of 16. She completed an Associate's Degree in Nursing at Chapman College and became licensed as a registered nurse and later received a Bachelor of Science degree in Nursing and Public Health Nursing from Cal State Fullerton. She also participated in specialized training at UCI Medical Center in

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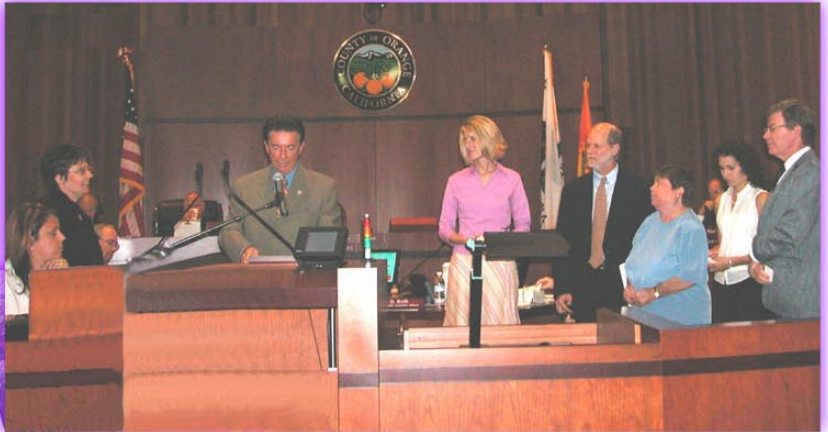
# OC receives Golden Lung Award

**T**he American Lung Association's (ALA) Golden Lung Award was presented to the Orange County Board of Supervisors at the August 26<sup>th</sup> Board meeting to recognize Orange County for achieving an 95% or higher overall non-smoking compliance rate in stand-alone bars and bar/restaurant combinations.

Representatives from the Orange County chapter of ALA, and Theresa Boschert from BREATH, a statewide program of the ALA, were on hand to present the award to Chairman Wilson. Members of HCA's Tobacco Use Prevention Program (TUPP) and Dr. Mark Horton, County Health Officer, also joined in the presentation.

Working together to help keep the community healthy, HCA's TUPP program collaborates with various

community agencies and organizations to decrease tobacco use and exposure to environmental tobacco smoke in Orange County. For more information, or to report businesses in violation of the California Smokefree Workplace Law, call TUPP at (714) 541-1444.



(Above) Theresa Boschert from BREATH, a statewide program of the American Lung Association, presented the Board of Supervisors and Chairman Wilson with the Golden Lung Public Health Award during the August 26<sup>th</sup> Board meeting. Also pictured are Rebecca Pimentel and Jamie Anderson from the American Lung Association of Orange County, Public Health Officer Dr. Mark Horton, Marilyn Pritchard and Herm Perlmutter from HCA's Tobacco Use Prevention Program.

(Left) After the presentation of the Golden Lung Award, Theresa Boschert from the BREATH program also presented pins to Phil Falcetti from the Tobacco Settlement Revenue Advisory Board and to Herm Perlmutter and Marilyn Pritchard from HCA's TUPP program.



## Gold Star

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Neonatal Intensive Care and as a Labor and Delivery Nurse.

Even prior to joining the Health Care Agency, Cindy continually found ways to expand her effect on clients. While working in hospital-based nursing, she developed areas such as perinatal loss interventions and policy in a local hospital, served as an infant CPR instructor, participated as a speaker for the Orange County Chapter of the March of Dimes, and developed a high-risk neonatal home care program in San Diego.

Cindy is also currently working with Public Health Nurses for Juveniles at Risk, a group of Southern California nurses working to meet the needs of adolescents in the Juvenile Justice System. In addition, she is a member of the California Juvenile Justice Health Care Committee.

Her joy of helping others, especially children, is evident when Cindy recalled a memorable moment when she knew that her efforts clearly made an impact on a teenage client who was at first resistant to her health teachings during initial visits.

"She slowly began reaching out and asking me questions about STD risk reduction and pregnancy prevention," Cindy said. "And then during a home visit, the girl had asked me to help educate her cousins. With no time permitting, she asked for my brochures that I use to teach these topics and began to teach her cousins and friends about what she learned."

Cindy adds that her client had no future goals before they met, but now she plans to join the Air Force after completing high school and would like to take courses on how to become a



Quality Management's Howard Sutter and Greg Boswell from EMS took some time out to donate blood at the August Red Cross blood drive held inside the 4<sup>th</sup> floor conference room at the 405 W. 5<sup>th</sup> Street building.

Public Health Nurse.

"This is why I do what I do," Cindy added. "Nurses empower people through care and education to help them find healthier lifestyles ... and sometimes even more than that."

# Employees receive Recognition Awards

**H**CA employees were honored at the Employee Recognition Awards ceremony held on Wednesday, July 30<sup>th</sup> for their dedicated years of service and outstanding contributions to HCA. Honorees were presented with years of service pins and a certificate to commemorate their dedication. The ceremony also included Public Administrator John Williams who presented one of his staff with a service award. The following is a listing of awards presented:

5 Years of Service . . . . .	65	10 Years of Service . . . . .	24	15 Years of Service . . . . .	20
20 Years of Service . . . . .	8	25 Years of Service . . . . .	1	30 Years of Service . . . . .	0

Due to a camera malfunction, the group photo of Behavioral Health staff unfortunately did not turn out. We would like to congratulate the following staffers who were presented with service award pins and certificates by Sandra Fair, Chief of Behavioral Health Operations, during the July 30<sup>th</sup> Recognition Awards ceremony.

## 20 Years:

• Mary Morris

## 15 Years:

• Gregory Masters

• Shirley Romano

• Christine Uyeno

## 5 Years:

• Stephen Hatch

• Mary Keesey

• Chandara Lee

• Karen Litfin

• Eva Perez



Mike Spurgeon, Regulatory Health Deputy Agency Director, honored his department's employees for their dedication to HCA with service award pins and certificates. Pictured (alphabetically) are Carolyn Crick, Saba Fattaleh, Nina Garcia, Mike Haller, Larry Honeybourne, Eileen Kirtley, Jeff Nofal.



Deputy Agency Director Dr. Mark Horton acknowledged Public Health staffers for their dedication and years of service. Pictured (alphabetically) are Linh Bui, Luyen Bui, Magali Bustamante, Michael Carson, Melissa Doan, Martha Dominguez, Kathryn Everling, Nori Fernandez, Araceli Guillen, Lupe Moreno, Jody Nguyen, Minh-Tam Nguyen, Nancy Pfaffl, Mauricio Prado, Jennifer Romo and Catherine Smith.



Institutional Health Division Manager Frank Madrigal honored Medical & Institutional Health staff with certificates and service award pins. Pictured (alphabetically) are Fatemeh Abootorab, Lucille Cardwell, Jeanette Granados, Roslyn Hoover, Shannon Kenny, Sharon Lacson, Guisella Loayza, Samantha Lutz, Benigna Moratin, Kevin Smith and Marilyn Stanfield.



Susan McMillan, HCA's Human Resources Manager presented administrative staff with certificates and service award pins to honor their years of service.. Pictured (left to right) are Carolyn Caverly, Vergilio Fermin Jr. and Adrienne Newman.

## Save the date for an upcoming Open House

**M**ark your calendars to attend a grand opening and open house event on Wednesday, October 15<sup>th</sup> from 3 to 6:30 p.m. to celebrate the addition of a new California Children Services (CCS) medical therapy unit (MTU) in the City of Garden Grove.

The new center, located at 6202 Cerulean Street, is a col-

laborative effort between the County of Orange, CCS and the Garden Grove Unified School District. The new MTU will provide physical and occupational therapy services to children with physical disabilities.

For more information about California Children Services or the upcoming open house, call the CCS program at (714) 347-0300.





Public Administrator John Williams presented Karen Batesole from the Probate Conservatorship Unit with her 5 years of service certificate and pin.



Congratulations to Eva Perez from Behavioral Health Services who received her 5 years of service award and pin at the Employee Recognition Awards on July 30<sup>th</sup>.



## Compliance training set to begin

**W**ith the start of annual Compliance training just a few days away, many HCA employees are choosing the convenience of on-line training to complete their 2003 Compliance update.

For the first time, HCA staff and contractors can choose between classroom sessions and computer-based training as the Agency puts the power of its computer network to work to accommodate the more than 2,000 people who participate in the annual refresher training. "We hope that staff will find the e-training to be not only more convenient but also to be just as engaging and interactive as the classroom sessions," said Senior Assistant Compliance Officer Jeff Nagel. The computer training provides on-line resources, and employees are encouraged to contact the Office of Compliance if they have any questions or comments from the training. "The e-training will also help the Agency use its personnel and financial resources more wisely during this period of concern over state and local budget issues." Those staff members with access to an HCA computer are urged to utilize e-training with the approval of their supervisor or manager.

Remember, the e-training is to be done on county time during normal work hours.

In case you haven't yet registered for training, make sure you sign up as soon as possible. The schedule of face-to-face Compliance training sessions may be adjusted depending on the response to the e-training opportunity. Both the e-training and face-to-face sessions will cover the same information to ensure that all Agency employees receive an appropriate annual refresher.

If you have any questions about the 2003 Compliance training effort, please call the Office of Compliance at (714) 568-5614.

**The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:**

**(866) 260-5636**



**H**CA's Environmental Health "Hap Hazards" softball team successfully defended their championship title on August 16<sup>th</sup> at the county's softball tournament held in Newport Beach. Pictured left to right (standing) are: Scott Shaver, Jeff Higbee, Terry Carrier, Brenda Puepke, Mike Goldsberry, Shane Lindzy, Trevor Lindzy and Lance Malis, (kneeling) Jimmy Stout, Bobby Davis, Monica Mazur and John Johnson. (Ball Kids): Dana Davis, Jennifer Davis, Trent Carrier, Shane Carrier, Austin Malis and Ian Goldsberry.

### health care agency **UP** **WHAT'S UP** keeping staff informed & current

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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# LMC introduces Team Excellence Awards

**Y**our HCA Labor Management Committee (LMC) is pleased to introduce the new "Team Excellence Awards"! This is a terrific opportunity to spotlight groups within the Health Care Agency that exemplify the principles of Enlightened Leadership and Team Excellence in creative and collaborative action. It is easy to spot a team that functions like a well-oiled machine, but what characteristics do they have? Characteristics such as clearly defined goals, valuable roles for each team member, positive and creative thinking, effective communication, and commitment to solutions, are just a few examples.

Most people are familiar with the LMC's efforts in successfully resolving workplace issues, but the LMC also has a vision to create a more productive and rewarding workplace environment and to encourage employees to work together to accomplish common goals. The LMC's Project Development Subcommittee created the concept for the Team Excellence Awards, patterned after the County's "Woman of the Year Award," and, with the support of the entire HCA LMC, has been working on this project for the past year.



**Team Excellence Award**

**HCA & OCEALMC**  
LABOR MANAGEMENT COMMITTEE

The objectives of this awards program are:

- To identify the qualities and characteristics of effective work teams,
- To encourage teams to exemplify the principles of Enlightened Leadership,
- To recognize and reward teams and employees for their efforts that have resulted in increased service, productivity or effectiveness.

It's easy to nominate your team or a team you know. Just complete the Application Form, with information regarding the team members, supervisor and reference names and contacts and provide additional information addressing the following five criteria:

- The team's skills in planning, prioritizing, delegating, evaluating, communicating and problem solving,
- The ways in which the team excels in their job and exhibits unique traits and performance that highlight the principles of Enlightened Leadership,
- How the team has handled setbacks, overcome obstacles, and successfully met challenges, and
- How the team's efforts and accomplishments have provided better service, improved performance and productivity, and improved morale.

The winning team will be highlighted in a future "What's Up" newsletter issue, expanding on what characteristics/methods the team used to work successfully to complete their project. The team and individual members will also be recognized at a future HCA Awards ceremony and each member of the winning team will receive a certificate from the LMC.

The Application Form, Nomination Criteria and one page description of the Characteristics of Excellent Teams is available to download on HCA's Intranet at <http://balsam/intranet/lmc/team.asp>. Let's celebrate those effective teams that work well together to accomplish a common goal and who are role models for our Agency!

*A well-spent day  
brings happy sleep*  
—Leonardo da Vinci

# Spotlight on Excellence



**B**ehavioral Health's Cultural Competency Program presented its July "Spotlight on Excellence" Award to Stephanie Kerckhoff of Alcohol & Drug Abuse Services (ADAS). Stephanie began her career at ADAS in 1989 and is currently attending National University to acquire her credentials. Stephanie is acknowledged for the cultural sensitivity she portrays to her clients in her daily interactions with them.

## IRIS

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that all of the necessary equipment was in place.

Go-live was truly just a first step for HCA, as IRIS will be expanded in the coming weeks and months to serve other facilities and provide additional capabilities. Our congratulations to all of those involved in the IRIS project for their contribution to its success on the first day and in the years to come!

## OCTOBER HEALTH OBSERVANCES

Family Health Month

Healthy Lung Month

National Brain Injury Awareness Month

National Breast Cancer Awareness Month

National Dental Hygiene Awareness Month

National Spina Bifida Awareness Month

Sudden Infant Death Syndrome (SIDS) Awareness Month

Mental Illness Awareness Week . . . . . 5 – 11

National Child Health Day . . . . . 6

National Depression Screening Day . . . . . 9

National Adult Immunization Awareness Week . . . 12 – 18

National Childhood Lead Poisoning Prevention Week 19 –25